

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Hollinger et al.	Examiner:	Lin, Wen Tai
Serial No.:	09/896,471	Group Art Unit:	2154
Filed:	June 29, 2001	Docket No.:	60027.0004US01/00318
Title:	<b>AUTOMATED REAL-TIME APPOINTMENT CONTROL</b>		

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**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir:

The present communication is in response to the Office Action mailed on December 7, 2007. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 8 of this paper.